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<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>					Docket No. <b>00750436AA</b>	
Applicant(s): <b>H. Young, et al.</b>						
Application No. <b>09/723,519</b>	Filing Date <b>November 28, 2000</b>	Examiner <b>S. M. M. Diaz</b>	Customer No. <b>30743</b>	Group Art Unit <b>3623</b>	Confirmation No. <b>6445</b>	
Invention: <b>CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD</b>						
 <b>COMMISSIONER FOR PATENTS:</b>						
Transmitted herewith is an amendment in the above-identified application.						
The fee has been calculated and is transmitted as shown below.						
<b>CLAIMS AS AMENDED</b>						
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE	
TOTAL CLAIMS	7 -	20 =	0 x	\$18.00	\$0.00	
INDEP. CLAIMS	1 -	3 =	0 x	\$86.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>					<b>\$0.00</b>	
<p> <input checked="" type="checkbox"/> No additional fee is required for amendment.  <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____  <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed.  <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. <b>09-0458</b>  <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16.  <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.         </p>						
 C. Lamont Whitham Reg No. 22,424 Whitham, Curtis & Christofferson, PC 11491 Sunset Hills Road, Suite 340 Reston, Virginia 20190 703-787-9400			Dated: <b>September 24, 2004</b>			
CC:			<p>I certify that this document and fee is being deposited on _____ with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.</p> <p style="text-align: center;">_____ Signature of Person Mailing Correspondence</p> <p style="text-align: center;"><b>HAND DELIVERED</b></p> <p style="text-align: center;">_____ Typed or Printed Name of Person Mailing Correspondence</p>			



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of

Howard Young et al.

Group Art Unit 3623

Serial No. 09/723,519

Examiner Susanna M. Meinecke Diaz

Filed November 28, 2000

Confirmation No. 6445

For CUSTOMER RELATIONSHIP  
MANAGEMENT BUSINESS METHOD

Box AF  
Commissioner for Patents  
Alexandria, Virginia 22313-1450

AMENDMENT UNDER 37 C.F.R. § 1.116

Sir:

In response to the Office Action mailed July 13, 2004, please amend the  
above-identified patent application as follows:

Amendments to the Specification: There are no amendments to the specification  
in this paper.

Amendments to the Claims: The listing of the claims begins at page 2 of this  
paper.

Amendments to the Drawings: There are no amendments to the drawings in this  
paper.

Remarks: The "Remarks" section begins at page 4 of this paper.

**BOX "AF"**  
**RESPONSE UNDER 37 C.F.R. § 1.116**  
**---EXPEDITE PROCEDURE---**  
**EXAMINING GROUP 3623**